



SMALL SCHOOL TACKLES DEBT AND IMPROVES CASH FLOW

Orford CEVA Primary School in Suffolk introduced ParentPay as a cashless system to make life easier for parents and staff at the school.

Linda Scarce, Office Manager at Orford CEVA looked at a selection of different payment solutions before moving forward with ParentPay as the chosen solution for the school's needs. Confident that ParentPay would integrate well with existing systems, Linda was impressed by the purpose-built system and the excellent level of support for schools and parents.

When asked about school debt, Linda said: *"Since the introduction of ParentPay there have been fewer debts from rural parents who did not have confidence in their children bringing in money previously so would come in at different times that suited them but not necessarily the school processes, banking or debt levels."*

ENCOURAGING PARENTS TO GO ONLINE WAS EASY

A payments system only has an impact when parents and staff use it. With a 92% activation rate Orford CEVA Primary School has been very effective in encouraging parents to the system. In addition, staff now regularly purchase their lunch via ParentPay as they like the fact they don't have to carry cash in order to get lunch.

Linda said: *"Telling parents directly that ParentPay is the way money is collected by the school has proven successful. The few that aren't signed up have legitimate reasons why the system is not suitable for them but there are ways to work around it."*

REDUCING STRESS AND IMPROVING CASH FLOW

Previously, front office staff found that a majority of parents coming at different times throughout the day or week was not ideal to manage, very stressful and made it easy to make mistakes handling cash.

She continued: *"Overall there has been less stress as a result of using ParentPay. The cash flow has been much better and always goes in without delay. Previously this could take up to 6 weeks."*

Vanessa Wells, Headteacher, says; *"It's lovely to see Linda not rushed off her feet thanks to a system that works for everyone in the school."*

OBJECTIVE

Reduce staff stress that comes with cash handling, reduce debt and improve cash flow.

SOLUTION

Introduce a cashless system which integrates with existing systems and that suits parents and staff.

OUTCOMES

Smooth parental uptake, better cash flow, fewer debts from rural parents.

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Linda Scarce, Office Manager
Orford CEVA Primary School

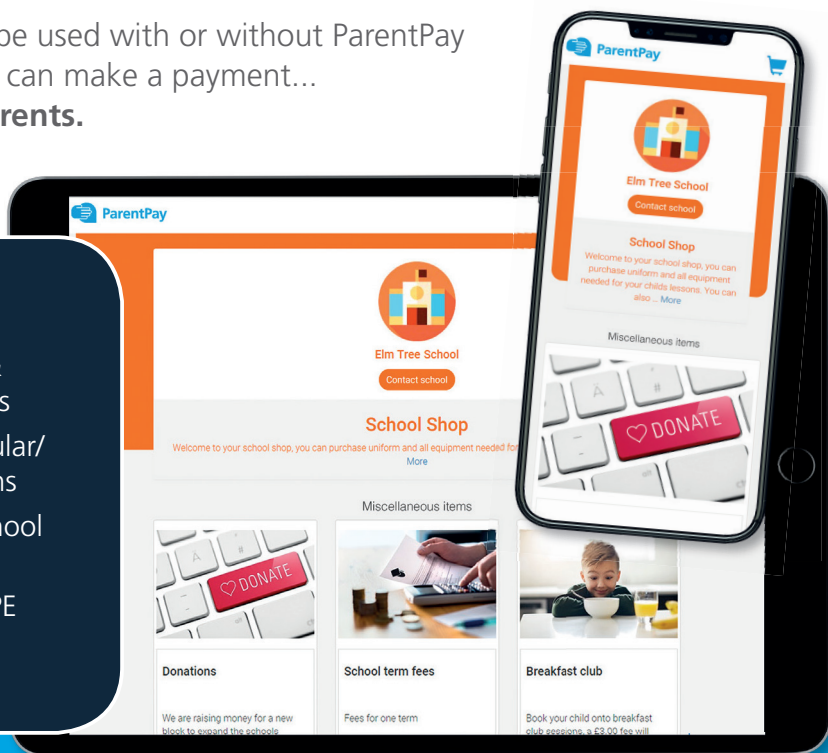
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